

Virginia's Individual and Family Support Program
State Plan for Increasing Support for Virginians with Developmental Disabilities

Prepared by the Virginia Department of Behavioral Health and Developmental Services
in partnership with
The Individual and Family Support Program State and Regional Councils

Version Date: February 9, 2019

Executive Summary

In March 2013, the Department of Behavioral Health and Developmental Services (DBHDS) launched the Individual and Family Support Program (IFSP) to assist those on the state HCSB DD waiver waitlist. The IFSP's target population includes both individuals who have a development disability and their families. The goal is to connect them to community resources, supports, and services.

IFSP consists of two major components a funding program which provides direct assistance to families and individuals who are on the waitlist, and activities around community and state coordination with the purpose of obtaining additional family supports.

DBHDS, in partnership with the IFSP State and Regional Councils, has developed the following strategic plan to establish the Commonwealth's priorities for addressing the needs of individuals with developmental disabilities who are awaiting waiver services.

The plan focuses on four goals:

- 1) Ensuring that the Individual and Family Support Program (IFSP) funding serves individuals with Developmental Disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization,
- 2) Creating a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home,
- 3) Enhancing the knowledge of families, individuals with DD and community agencies about the Individual and Family Support Program through effective, coordinated, and comprehensive outreach, and
- 4) Administering a transparent and effective Family and Individual Support Program that seeks to incorporate the input of individuals with disabilities and families to ensure access to supports to all Virginians regardless of their waitlist status.

The plan will set the vision for the Department's efforts for the next 3-4 years, and it will provide the framework for the forthcoming annual work plan and community activities.

The purpose of Virginia's plan is to act as a catalyst for both state and local action for implementing a system of comprehensive and coordinated strategies that ensure that families who are assisting a family member with an intellectual or developmental disabilities ("ID/DD") or individuals with ID/DD who live independently have access to person-centered and family-centered resources, supports, services and other assistance.

Background

According to the National Association of State Directors of Developmental Disability Services' *National Community of Practice for Supporting Families of Individuals with Intellectual and Developmental Disabilities*,

"Today, there are more than 4.7 million American citizens with an intellectual or developmental disability. Most, 75%, of these individuals live in their communities without any formal disability services. They rely on their families for varying levels of support to have the lives they want to have. Of the 25% that are receiving services, over half live with their families, and in some states, that number is as high as 80%."

In Virginia, approximately, 12,000 individuals receive Developmental Disability waiver services, and there are currently over 11,000 people on the waitlist to receive Home and Community Based Medicaid Waiver Services.

Program Background

In March 2013, the Department of Behavioral Health and Developmental Services (DBHDS) launched the Individual and Family Support Program (IFSP) to assist individuals in the Commonwealth of Virginia who are on the waitlist for the waivers that were previously known as the Intellectual Disability (ID) Waiver, Day Support Waiver, or the Developmental Disability (DD) Waiver. The program was developed to support section III.C.2 of the Department of Justice (DOJ) Settlement Agreement. Since 2013, the IFSP program has operated primarily as a financial assistance program, serving over 8,942 individuals with over \$13,101,879 in direct financial assistance.

Evolution of the IFSP Council

While financial assistance is a critical program component, the Department has always had a long term goal of developing a robust program that provides more than financial supports.

In July 2015, in response to the many comments from community stakeholders, the Commonwealth and DBHDS determined it would be in the best interests of individuals with DD and their families to expand the Individual and Family Support Program. This resulted in the creation of the New Individual and Family Design Advisory Committee (NIDAC), which served as an advisory committee of families and self-advocates with a relative on one of the waiver waitlists. The mission of the committee was to develop a coordinated support model for individuals on the waiver wait lists.

From July 2015 to March 2016, the NIDAC met and reviewed the department's proposed vision which included recommendations for creating regional networks to carry out the expanded vision. During the 2016 General Assembly Session, DBHDS received authorization to hire staff to facilitate regional service coordination and to support the work of the proposed IFSP state and regional councils. This resulted in the department revising its initial approach of forming five regional councils. The revised plan would use one central council with support from five regional subcommittees. The central council became known as the Individual and Family Support Program State Council.

In the summer of 2016, DBHDS solicited applications for membership to the State Council and Regional Council. The department disseminated nomination forms to individuals on the waitlist, former NIDAC members, and to individuals who attended one of the previous DBHDS regional information sessions. An internal DBHDS review committee screened the applications and made recommendations to the Commissioner for appointment to either the state or one of the regional councils.¹ All applicants were appointed to either the State Council or to one of the Regional Councils.

The IFSP Council's target population includes individuals with a developmental disability who are on the waitlist for the Developmental Disability Waiver. The goal is to connect eligible individuals to community resources, supports, and services. The intended goal of the State Council was to provide guidance to the state that reflects the needs and desires of individuals and families across Virginia. The Regional Council was envisioned to liaison between the State Council meetings and local efforts to increase services to individuals on the waitlist.

State and Regional Council's Composition and Role

Members for both councils self-nominated, and DBHDS staff reviewed applications and recommended nominees for appointment by the Commissioner. Members were selected based on geographic representation and previous interest and/or commitment to supporting individuals with developmental disabilities. Almost all council members are care takers for a family member with a developmental disability.

The initial State Council included 15 members with at least two members from each of the five DBHDS service regions. Selected members agreed to serve one year terms and be responsible for:

- Defining a comprehensive set of strategies for a state plan,
- Establishing policies for implementing the strategies, and
- Monitoring the effectiveness of the strategies.

After developing the governance structure, DBHDS anticipates the State Council will formally advise it on the administration of the IFSP Funding Program and support the IFSP staff with the implementation of the state plan.

The Regional Council membership includes thirteen representatives from each of the five DBHDS regions with the goal of supporting families and individuals in local communities.

IFSP Advisory Committee

During the kick-off meeting of the IFSP State Council in October 2016, the State and Regional council members agreed to work as a merged group called the state IFSP Advisory Committee². The goal of the

¹ The Internal DBHDS Review Committee included Peggy Balak, Settlement Agreement Coordinator; Catherine Hancock, Early Intervention Program Manager; Tonya Carr, Family Resource Coordinator; Benita Holland, Community Resource Coordinator; and Cecily Rodriguez, Multicultural and Linguistic Coordinator.

² While the council has agreed to work as a merged group, in the future, the State Council will have final voting authority to proposed recommendations or changes.

combined committee was to establish the state IFSP Plan, ratify a relationship framework between DBHDS and the State Council, establish a governance structure for the councils, develop and approve strategies to implement the State Plan, and identify roles and responsibilities.

Establishment of the IFSP

As part of the requirements set in Virginia's Settlement Agreement with the U.S. Department of Justice the Commonwealth decided to establish an IFSP program to meet the needs of individuals and families on the waiver waitlists. The DBHDS, through Virginia Administrative Code, established the program's policies and administrative regulations. The sections below provide citations from the Settlement Agreement and the Administrative Code as authorized by the Virginia General Assembly that reference the IFSP.

The Settlement Agreement Authority Requirements for Establishing an IFSP Program

Section III.C.2 of Virginia's Settlement Agreement with the Department of Justice calls for the creation of an IFSP program.

“The Commonwealth shall create an individual and family support program for individuals with ID/DD whom the Commonwealth determines to be most at risk of institutionalization. “

Section II.D defines individual and family supports and provides the framework for assisting families. The section states:

“Individual and family supports are defined as a comprehensive and coordinated set of strategies that are designed to ensure that families who are assisting a family member with an intellectual or developmental disabilities (“ID/DD”) or individuals with ID/DD who live independently have access to person-centered and family-centered resources, supports, services and other assistance.”

Virginia State Administrative Code on the IFSP Program

The Virginia State Administrative Code, also known as the IFSP Program Regulations, details the expectations of how state allocated funds are to be administered via the IFSP Funding Program by defining the individual eligibility criteria and providing service definitions which govern the expenses the program can support.

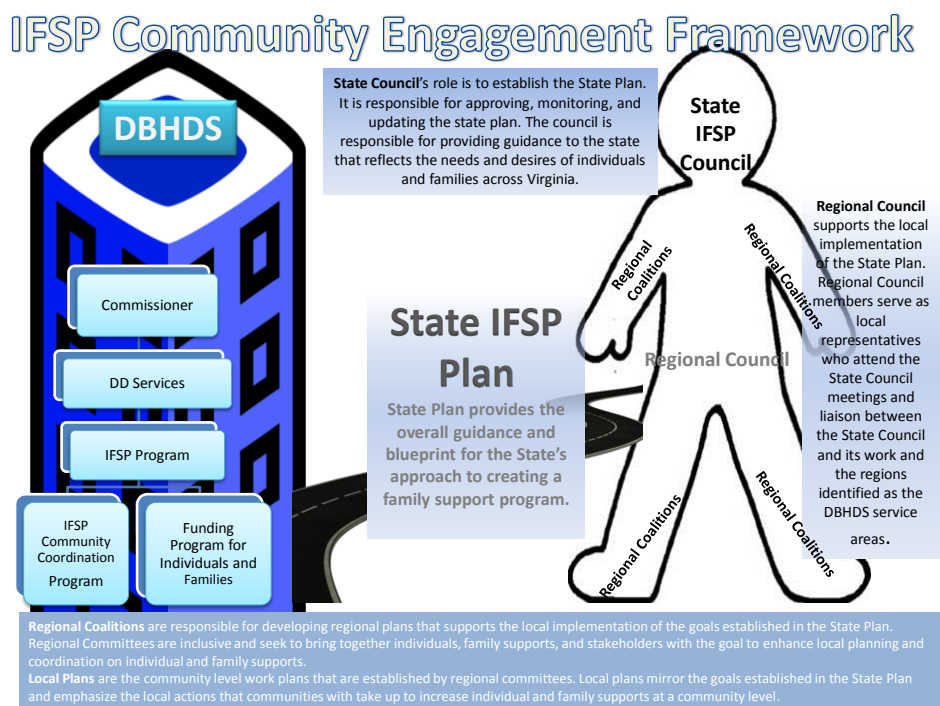
The IFSP Funding Program's purpose is to support the continued residence of an individual with intellectual or developmental disabilities in his own home or family home, which includes the home of the principal caregiver. The regulations state that applications must be submitted to DBHDS, and funds must be distributed directly to the requesting individual, a responsible party family member, or a third party designee. It also establishes the General Assembly as the entity for allocating funds. Funds cannot exceed the amount allocated, and the financial assistance program is operated based on the availability of funds. The regulations gives the Department the authority to set the maximum award amount and requires that awards must be made on a first come first served basis. Families and individuals are

allowed to submit multiple applications as long as the requests do not exceed the maximum award amount, and all requests must be substantiated with receipts after the funds are expended. The regulations require documentation that no other public funding sources are available to support the request.

While the existing regulations establish the funding program, DBHDS established the IFSP Community Coordination Program through its administrative authority to develop additional policies and procedures.

Relationship between the Council and DBHDS

The following graphic is an illustration of the relationship between DBHDS and the IFSP Council.



IFSP State Plan Background

During the November 2016 meeting, the State IFSP Advisory Committee approved the following areas to address in the forthcoming State Plan:

- Enhancements to the IFSP Funding Program
- Creating a robust family support program that increases the number of resources for families and individuals
- Prioritizing those most at-risk of institutionalization

- Outreach to families and individuals currently on the waitlist

Appendix A includes goals and objectives established by the IFSP State and Regional Councils from November 2016 to March 2017. The Plan is designed to be implemented over the course of four years from 2017 to 2021 and to provide a person-centered approach to implementing a holistic state family support program.

The plan, through the input of the State and Regional Councils, reflects DBHDS' commitment to seeking out and incorporating the input of individuals and families. DBHDS is focused on keeping individuals and families at the center of its efforts for enhancing and growing the IFSP Program. And, it will rely on the IFSP State and Regional Councils to give voice to the needs of individuals and families and better incorporate public input.

Appendix A:

Virginia's Individual and Family Support Program

State Plan for Increasing Support for Virginians with Developmental Disabilities

State Plan Goals and Objectives

(rev. February 6, 2019)

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Long-term Goal: Enhance IFSP-Funding Program so that those with complex circumstances and with the greatest support needs are prioritized.

Short-term Goal: Develop a data-driven process for shifting away from providing funds on a first-come-first-served basis to providing funds based on individual circumstances as defined by common assessment tools while factoring in the criticality of the request.

Outcome Targets: 80% of individuals who are on the Waiver Waiting List and are Priority One are outreached for IFSP assistance.

Outcome Indicators: DD Waiver Waiting List data from WaMS, IFSP-Funding annual application data analysis

Activities	Outputs/Timeframe
Analyze data of DD Waiver Waiting List individuals included in WaMS- including individual critical needs scores, VIDES, and input from waiver redesign public comment sessions.	<ul style="list-style-type: none">• DBHDS and the State Council establish a working definition of most at risk that is updated at least annually (DBHDS Recommendation: Use DD Waiver Waiting List levels as the basis for most at risk). - October 2018• DBHDS analyzes IFSP data to compare the number of people who receive IFSP funds based on their DD Waiver Waiting List level with the need category requested.• DBHDS developed annual report summarizing IFSP-Funding activities for the previous funding period. - No later than 4 months after the application closes
Develop research questions and perform analysis of previous IFSP-Funding data for trends.	<ul style="list-style-type: none">• DBHDS developed summary of FY 2016 and FY 2017 IFSP-Funding activities. - September 2018

<p>Identify common needs that are not covered by IFSP funds under current regulation and assess for possible inclusion as a covered cost item under funding program regulations.</p>	<ul style="list-style-type: none"> • Amend IFSP-Funding Application to capture data on needs that are not funded. • DBHDS developed report of common needs from IFSP-Funding Application data starting in the FY 2020 funding period. - No later than 7 months after funding period closes • Query internal stakeholders for known resources for common needs that are not typically covered by IFSP funds and explore possible inclusion under IFSP regulations.
<p>Assist local communities with establishing strategies to obtain additional supports to address needs not covered by IFSP Funding.</p>	<ul style="list-style-type: none"> • IFSP Regional Councils develop a work-plan that will identify and support a common goal that aligns with Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. - Annually • Implement a community level mini-grant program that supports the regional implementation of a program or project that aligns with Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. • Two trainings per region to address specific community-level issues based on local data. - Annually • One regional meeting/contact per region. - Quarterly

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Administer an IFSP-Funding Program that incorporates input from families and individuals and is responsive to their needs.

Outcome Targets: 80% of people who complete an IFSP Satisfaction Survey indicate high satisfaction with funding. 80% of Satisfaction Survey respondents indicate knowledge of or utilization of resources other than IFSP-Funding to meet their needs.

Outcome Indicators: Annual Satisfaction Survey, DD Waiver Waiting List data, IFSP-Funding Application data

Activities	Outputs/Timeframe
DBHDS staff will work with the IFSP State Council to review and identify priority populations/priority needs for the annual IFSP-Funding program.	<ul style="list-style-type: none"> IFSP Staff will create a plan to establish priorities on an annual basis. - 6 months before funding period opens IFSP State and Regional Councils participate in a work session on funding priorities. - Annually, 4 months before funding period opens IFSP Staff will develop a summary of needs and demographic characteristics of applicants to be included on the annual funding summary.
<ul style="list-style-type: none"> Review and amend the existing IFSP regulations and policies to align with the IFSP State Council's annual priorities, and improve access for individuals and families. Assess enacting retroactive reimbursement policy and assessing the feasibility and impact on future funding cycles. Develop administrative policies and procedures that support the IFSP State Council's established priorities. 	<ul style="list-style-type: none"> DBHDS Staff will develop revised program regulations and guidelines that are informed by input from the State Council, IFSP Applicant Satisfaction Surveys, and stakeholder input. - Ongoing, goal is to have new regulations enacted for FY 2020 funding period DBHDS will revise its annual receipt policy and move towards developing an annual audit process to assess whether or not applicants comply with the program guidelines. - Annually, April 2019
<ul style="list-style-type: none"> Create contingencies to support emergency needs. 	<ul style="list-style-type: none"> DBHDS, in consultation with the IFSP State Council, will develop a plan for addressing emergency needs and draft guidelines for enacting the emergency assistance. - Start

<ul style="list-style-type: none"> • Review models of emergency funding (i.e., % of total IFSP funds or a set amount of funds annually reserved for emergencies) and what happens if those funds are not used. • Develop policies and materials explaining emergency funds. 	<p>November 2018, plan completed by April 2019; emergency funding pool to be enacted no earlier than Fall 2020</p>
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Short-term Goal: Leverage IFSP-Funding Application process to connect families with additional resources.	
Outcome Targets: 10% reduction in the number of returning applicants who indicate no connections to resources in annual Satisfaction Survey.	
Outcome Indicators: IFSP-Funding Program Satisfaction Survey, Annual IFSP-Funding Applications	
Activities	Outputs/Timeframe
Create a plan for collecting additional data that can be requested during the IFSP-Funding Application (e.g., asking about uses of other services like Crisis Services, EMS, and Medical/Health).	<ul style="list-style-type: none"> • DBHDS developed summary document with analysis of FY 2019 IFSP-Funding Applications and FY 2019 Satisfaction Survey to identify questions for FY 2020. - Summer 2019 • Revise FY 2020 IFSP-Funding Application to have more specific questions about needs. - Fall/ Winter 2019 • DBHDS will coordinate internal efforts to utilize the DD Waiver Waiting List Attestation process to collect additional data on need for those currently on the DD Waiver Waiting List. - January 2019
Utilize the information from enhanced data collection to identify unmet supportive service needs and identify possible IFSP enhancements to address the needs.	<ul style="list-style-type: none"> • DBHDS will develop a summary of supports and services requested in IFSP-Funding Applications. - Annually • DBHDS will produce a summary of the IFSP-Funding Satisfaction Survey. - Annually • SeniorNavigator developed articles and resources to highlight topics identified as unmet needs per IFSP-Funding Application request. - As needed starting Fall 2018/quarterly • IFSP Regional Council developed annual activities to get additional supports to address unmet supports and needs. - Spring 2019

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Streamline IFSP-Funding process to better rely on technology and efficiency.

Outcome Targets: 100% of all applications accepted by the online application portal. 20% reduction in total calls and emails seeking assistance with completing the IFSP-Funding Application. 80% of in-person funding outreach training events targeted toward individuals and families with language barriers, limited technology access, and/or geographic areas with lower application rates.

Outcome Indicators: IFSP Call Log, email assistance form tickets via Survey Monkey, SeniorNavigator Call Logs, Training Logs

Activities	Outputs/Timeframe
<p>Map out IFSP-Funding process and include timelines, milestones, and outcomes including addressing the following:</p> <ul style="list-style-type: none"> • partnerships to increase access and efficiencies, • bankcard/ EFT, • online application, and • IFSP-Funding program receipt process and notifications. 	<ul style="list-style-type: none"> • DBHDS developed IFSP-Funding Application process map completed on prior to application release. - Annually • DBHDS developed annual schedule of the funding process presented to the IFSP Council prior to application release. - Annually • DBHDS developed annual fact sheets to assist families and individuals who are seeking assistance. - Annually • At least one training/outreach event linked to the IFSP-Funding Application that assist the public with applying for IFSP Support in each of the 5 DBHDS regions. • SeniorNavigator assistance call log summary corresponding with specific applications milestones (application registration, application submission, receipt submission, and card issuance).
<ul style="list-style-type: none"> • Integrate prioritization and outreach of the IFSP-Funding process into the application. • Application technology enhancements including identifying supplemental application questions that collect additional information that may indicate needs. 	<ul style="list-style-type: none"> • DBHDS developed FY 2018 Satisfaction Survey with summary report. - Annually • DBHDS developed FY 2019 Satisfaction Survey with summary report annually to identify questions for FY 2020. • DBHDS developed revised IFSP-Funding Application for FY 2020 will include additional changes.

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Develop a formal feedback process for stakeholders to report satisfaction with the IFSP-Funding Program and to recommend improvements and changes.	
Outcome Targets: 20% response rate on annual survey with over 85% of respondents indicating satisfaction with IFSP-Funding Program.	
Outcome Indicators: Annual Satisfaction Surveys	
Activities	Outputs/Timeframe
Implement annual Satisfaction Surveys of individuals receiving funds.	<ul style="list-style-type: none"> • DBHDS developed Satisfaction Survey of IFSP-Funding applicants. • DBHDS developed IFSP-Funding summary. - Annually, no later than 4 months after the application closes
Conduct annual analysis that includes an analysis of the take-up of IFSP-Funding Program of those on the DD Waiver Waiting List, to identify trends in who applies for the funds, annual rates of eligibility determinations, and trends in how funds are used.	<ul style="list-style-type: none"> • DBHDS developed annual IFSP-Funding summary. - No later than 4 months after the application closes
Create an annual public comment process for input on IFSP-Funding Program.	<ul style="list-style-type: none"> • DBHDS and IFSP State and Regional Councils developed strategy to gain public input online and in-person, virtually through Satisfaction Surveys, regionally convened meetings, and by webinars. - Annually
Provide an annual accounting of IFSP-Funding including breakdowns of direct assistance and administrative costs.	<ul style="list-style-type: none"> • DBHDS developed annual report detailing the funding programs expenditure. - Annually, no later than 4 months after the application closes

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Long-term Goal: Increase the availability of resources at the state and local level to address the needs of those in the target population.

Short-term Goal: Create a uniform assessment process for identifying needs of individuals with DD and their families that categorizes individuals and families into the need categories.

Outcome Targets: 50% of respondents to post-intervention survey from VCU F2F Network indicate some knowledge of family supports. 80% attendees of IFSP sponsored community events indicate knowledge of resources and supports on post-event surveys. 80% of respondents of annual DD Waiver Waiting List Attestation form indicate knowledge of their regional IFSP Council.

Outcome Indicators: VCU F2F Network post-engagement survey, summary of data from annual DD Waiver Waiting List Attestation process, retooled IFSP-Funding Application, post-event surveys for IFSP sponsored events, summary of locally sponsored support programs

Activities	Outputs/Timeframes
<p>Create a uniform assessment process for all programmatic components of IFSP to collect data that identifies individuals and families in the following categories:</p> <ul style="list-style-type: none"> Those who do not know of resources and are not connected but need a robust array of service/resource options, Those with knowledge of resources and who are well connected, and Those who know of resources but are not interested or are stable at this time. 	<ul style="list-style-type: none"> VCU developed post-F2F Network intervention survey that collects data on the three categories of individuals/families. - Fall 2018 Summary report from VCU F2F Network supports. - Quarterly IFSP Regional Councils to incorporate the uniform assessment process into all community events to collect data on individual and family needs. - No later than January 2019 DBHDS developed IFSP-Funding Application that captures data on unmet needs. - No earlier than FY 2020 funding cycle Re-tool the annual DD Waiver Waiting List Attestation process to gather data on the three categories of individuals/families. - Spring 2019
<p>Collect information from the 40 CSBs/BHAs on locally funded family support programs operated by their agency to better understand what formal community sponsored supports already exist.</p>	<ul style="list-style-type: none"> IFSP Regional Councils summary documents with information on locally sponsored supports and support organizations (DBHDS recommends replicating the Northern region's data collection). - Spring 2019. DBHDS prepared summary of support needs by regions based on Satisfaction Survey responses and unmet need analysis. - Fall 2019 DBHDS marketing strategy and materials that reflect the needs of individuals in each of the three categories and that integrates the work of SeniorNavigator, VCU F2F Network, and IFSP Regional Councils. - Starting in Fall 2018 and on-

	going
Catalog a list of organizations in Virginia who provide comprehensive supports to families and individuals with DD (i.e., information, referral, training, peer support, parent support, concrete services, and cash subsidies).	<ul style="list-style-type: none"> • SeniorNavigator audit of resources identified per region. - Annually

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Short-term Goal: Explore building an interactive web-based portal for families and individuals with information on existing local/regional/state organizations/agency resources.

Outcome Targets: In each region, at least 30% of Satisfaction Survey respondents have visited either Facebook, connected with SeniorNavigator, visited the DBHDS IFSP webpage, connected with VCU F2F Network, or attended a VCU F2F Network event. Of event attendees: at least 30% indicate having visited Facebook, SeniorNavigator, IFSP, or F2F Network. At least 50% of F2F Network Satisfaction Survey respondents indicate Center for Family Involvement F2F Network information is helpful.

Outcome Indicators: IFSP Satisfaction Survey; Event Satisfaction Surveys; My Life, My Community web site statistics

Activities	Outputs/Timeframe
<p>Draft a plan for the web platform that:</p> <ul style="list-style-type: none"> • Supports ensuring equal access to information, • Supports establishing quality standards for information, • Ensures uniform information for communities regardless of location, • Plans for multiple platforms for sharing information including web, phone, and in-person, and • Appropriately interfaces with the existing My Life, My Community webpage. 	<ul style="list-style-type: none"> • My Life, My Community Website published. - September 2018 • Develop a list of regular topics for feature on the My Life, My Community website after website re-launch. - Spring 2019 • Regular social media updates. - As needed

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Short-term Goal: Create an IFSP Community Coordination Program that has the ability to provide oversight of regional plans and efforts to implement the State IFSP Plan in the five DBHDS regions and create content for standard materials, protocols, and processes that can be used in communities across the state.

Outcome Targets: 100% of all IFSP Regional Councils have a local plan to address needs in their community and provide a progress updates every 2 months.

Outcome Indicators: Regional Plan, Marketing Documents

Activities	Outputs/Timeframe
<ul style="list-style-type: none"> Provide oversight of regional plans and efforts to implement the State IFSP Plan in the five DBHDS regions. Create content for standard materials, protocols, and processes that can be used in communities across the state. 	<ul style="list-style-type: none"> IFSP Regional Council plans implemented within the first 2 months of Council terms starting. - Annually Each region develops and implements a local mini-grant proposal to address locally identified priorities in Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. - Annually starting Spring 2019 One IFSP Regional Council sponsored family focused event on supports for families without a waiver and accompanying materials. - Starting Spring 2019 IFSP Regional Council quarterly fillable report template developed by IFSP Regional Council in partnership with DBHDS for all regions to use on a quarterly basis. Identification of one regional lead per year. DBHDS and IFSP Regional Council developed marketing materials explaining how families can get supports without a waiver. - Developed prior to FY 2020 Funding Application release

Short-term Goal: Work to obtain additional financial, in-kind, and relational supports to address varying needs.

Outcome Targets: All 5 Councils will establish annual goals per their regional Work-Plans for addressing a locally-identified gap that aligns with Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities and achieve 50% of their goals on an annual basis.

Outcome Indicators: Council Work-Plans and progress reporting

Activities	Outputs/Timeframe
Identify areas where there are not resources available and develop a plan to build capacity and address the gap.	<ul style="list-style-type: none"> Summary document (by November 2019) that brings together various environmental scans including: <ul style="list-style-type: none"> Providers Employment

	<ul style="list-style-type: none"> - VCU F2F Network - Regional Quality Councils - State housing Council - Health <ul style="list-style-type: none"> • IFSP Regional Council created annual work-plans based on program data to determine where to focus outreach and engagement strategies. - Annually • Strategy document that identifies gaps and describes potential resources for obtaining additional financial or in-kind supports.
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Goal Three: Families, individuals with DD and community agencies are knowledgeable about the Individual and Family Support Program through effective, coordinated, and comprehensive outreach.

Long-term Goal: Create a comprehensive communication plan that establishes communication priorities and strategies to address the needs of communities and organizations.

Outcome Targets: 90% of IFSP Stakeholder Satisfaction Survey respondent indicate an awareness of marketing materials and state that it was helpful.

Outcome Indicators: Stakeholder Satisfaction Survey

Activities	Outputs/Timeframe
<ul style="list-style-type: none"> • Develop a comprehensive list of entities that should be outreached. • Draft a strategy for sharing general information with partners and stakeholders (including outreach at local and state events and conferences). • Create partnerships with schools to provide informational marketing materials that can be distributed to families at Individualized Education Program meetings. • Develop educational materials that build on existing marketing material (including creating materials where they do not exist and the use of traditional and social media) that targets institutions and communities. 	<ul style="list-style-type: none"> • DBHDS compiled list of stakeholders.- January 2019 • DBHDS developed marketing strategy.- Spring 2019 • Develop a marketing piece for schools in collaboration with school director of communication/Dir. of Family Engagement/SPED Dir/DOE for higher level. - Spring 2019 • DBHDS developed brochure for IFSP outreach by September 2019. • Marketing and communication plan for families and institutions/communities/organizations. • Single point of information established by SeniorNavigator through My Life, My Community. - Fall 2018 • DBHDS developed educational materials for families. - On-going • DBHDS developed educational materials for institutions/communities/organizations. - On-going • Regional IFSP Work-Plans that include activities on outreaching and partnering with local CSB's as part of local activities. • IFSP Regional Council guided/DBHDS developed marketing materials based on SeniorNavigator resources. - As needed

Goal Three: Families, individuals with DD and community agencies are knowledgeable about the Individual and Family Support Program through effective, coordinated, and comprehensive outreach.

Short-term Goal: Increase awareness about family supports and IFSP.	
Outcome Targets: 90% of people on the DD Waiver Waiting List indicate awareness of IFSP and supports.	
Outcome Indicators: Marketing materials, My Life, My Community Statistics, Annual DD Waiver Waiting List Attestation form	
Activities	Outputs/Timeframe
<ul style="list-style-type: none"> • Draft a strategy for sharing information with families based on their connectedness to resources, including aligning notifications of IFSP funds with communications to families upon placement on the DD Waiver Waiting List. • Review and assess the idea of a single point of information and referral clearinghouse using the “No Wrong Door” model and develop a blueprint for implementing the model. • Develop community ambassadors that can serve as peer support providers for families and individuals who are not connected to services and/or resources. • Develop educational materials for families with an emphasis on incorporating existing partners’ marketing materials, creating new materials for families if other resources do not exist, and developing 	<ul style="list-style-type: none"> • DBHDS developed marketing piece for “What to Do While Waiting”. - April 2019 • IFSP State Council assessment of “No Wrong Door” and develop a strategy to leverage resources. - Spring 2019 • DBHDS developed web updates monthly. • DBHDS developed Marketing and Communication plan for families and institutions/communities/organizations. - No later than Spring 2019 • SeniorNavigator single point of information through My Life, My Community. - Fall 2018 • Community ambassador training model. - On-going • DBHDS developed educational materials for families. - On-going • DBHDS developed educational materials for institutions/communities/organizations. - On-going

<p>social media strategies to engage families.</p> <ul style="list-style-type: none"> • Coordinate communication updates with My Life, My Community webpage. 	
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Goal Four: Administer a transparent and effective Family and Individual Support Program that seeks to incorporate the input of individuals with disabilities and families to ensure access to supports to all Virginians regardless of their DD Waiver Waiting List status.

Long-term Goal: Operate Virginia's Individual and Family Support Program activities in order to maximize community input, demonstrate transparency, increase access and encourage accountability. Foster regional coordination to increase the number and types of supports to families and individuals.

Short-Term Goal: Establish an IFSP State Council that advises DBHDS on the priorities and operation for Virginia's Individual and Family Support Program.

Outcome Targets: At least one self-advocate is appointed to the IFSP State Council. 90% of the State Council attends all regularly scheduled State Council meetings. 100% of IFSP State Council Members support IFSP Regional Council activities.

Outcome Indicators: Meeting summaries, attendance rosters, meeting agendas, IFSP charter, Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities updates

Activities	Outputs/Timeframe
<ul style="list-style-type: none"> Establish a State IFSP Council that is inclusive and emphasizes individual and family leadership. Recruit, identify, and select members from across the state with emphasis on diversity of experiences- including those who are self-advocates, family caregivers, community stakeholders, and support providers. Develop a governance structure for the IFSP State Council that details the expectations and authority of the Council. Establish, approve, and regularly update and review Virginia's Plan for Individual and Family Support for success towards meeting the identified goals and objectives. 	<ul style="list-style-type: none"> Partner with VCU F2F Network to identify self-advocates and families that may be interested in serving on the IFSP State Council. Partner with VCU F2F Network to provide at least one IFSP F2F Network co-sponsored event with the goal of increasing the capacity of family members to provide leadership on administration of IFSP. - Annually IFSP State Council recruitment and selection members by October 2018 with appointment letters by January of 2019. IFSP State Council review and update IFSP State Council Charter on annual basis. - Starting October 2018 IFSP State Council overhaul of Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. - Every three years IFSP State Council meetings. - Quarterly

Goal Four: Administer a transparent and effective Family and Individual Support Program that seeks to incorporate the input of individuals with disabilities and families to ensure access to supports to all Virginians regardless of their DD Waiver Waiting List status.

Short Term Goal: Foster regional coordination to increase the number and types of supports to families and individuals.

Outcome Targets: At least one self-advocate participates in IFSP Regional Council activities. All IFSP Regional Councils develop and implement a local work-plan on an annual basis; IFSP Regional Councils include membership that is more than DBHDS appointed membership.

Outcome Indicators: Meeting summaries, attendance rosters, regional membership rosters, meeting agendas, IFSP Regional Council Charter, annual IFSP Regional Council Work-Plans and updates

Activities	Outputs/Timeframe
<ul style="list-style-type: none"> Establish IFSP Regional Councils that works with the IFSP State Council to increase regional supports for individuals and families. Recruit, identify, and select members from across the five DBHDS designated regions to represent a regional perspective as an IFSP Regional Council members. Develop a governance structure for the IFSP Regional Council that details the expectations of Regional Council members and their responsibilities to support local coalition development. Identify smaller regional subdivisions for planning and coordinating activities. 	<ul style="list-style-type: none"> DBHDS facilitated training on family support and the role of families in leadership. - September 2018 DBHDS recruits and selects members for the IFSP Regional Councils by October 2018 with appointment letters by January 2019. IFSP State and Regional Council review and update charter on annual basis starting January 2019. Each of the five IFSP Regional Councils develops and implements a local Regional Work-Plan. - Annually IFSP Regional Councils convene general community meetings. - Bi-monthly

<ul style="list-style-type: none"> • Support the implementation of Virginia's Individual and Family Support Virginia's Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities for Increasing Support for Virginians with Developmental Disabilities. • Regularly seek input from stakeholders on DBHDS's administration of IFSP and all of its components including the funding program and the planning and coordination activities. • Establish annual work-plans and benchmarks for DBHDS activities and programs. • Regularly evaluate DBHDS IFSP activities and provide information to the public on outcomes. • Develop policies and procedures that support program operations and regularly review them to identify areas for improvements. 	<ul style="list-style-type: none"> • Annual DBHDS Work-Plan with priorities and targets for the fiscal year. • Annual DBHDS analysis of DBHDS Satisfaction Survey results and action plan based on input. • Quarterly updates to the Virginia Board for People with Disabilities on IFSP. • Business rules for the IFSP-Funding Program documented and all staff and partners are appropriately trained. - Annually, prior to Funding Program Announcement • DBHDS liaison with Governor's Olmstead Advisory Board, Virginia Board for people with Disabilities, No Wrong Door, and other state initiatives as needed to identify ways to integrate IFSP into on-going larger policy discussions about supporting individuals and families. - On-going
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